

Our customer care standards

What customers can expect from us

- We will provide accurate and clear information in response to your enquiries.
 - We will be polite, friendly and helpful at all times.
 - We will use plain English and will arrange for a translator if required.
 - We will be open and honest about what we can or cannot deliver.
 - If you need special help we will try to make arrangements that meet your needs.
 - We aim to get it right first time, and where this isn't possible we will ensure that we will keep you updated as we look into your enquiry.
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When you phone us

- Our aim is to answer your phone call as quickly as possible during our opening office hours Monday to Friday.
 - If we need to transfer your call, we will pass on your details so you don't have to repeat yourself.
 - We will keep our voicemail messages informative and up-to-date so you know when you will get a response, and we will offer an alternative number if your call is very urgent.
 - If the employee is on leave, the voicemail message will inform you when he/she will return and will provide an alternative number for you to call.
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When you email us

- We will deal with your email as soon as possible.
 - We will send a full reply within ten working days or an explanation of any delays with a new date for a full reply.
 - If the employee you email is away you will receive an automatic reply giving their return date, and the name and number of an alternative contact.
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When you send a letter

- We will respond to enquiries made by letter within 10 working days. In most cases this will be a full response but if the issue will take longer to consider or resolve we will tell you.
 - The reply will give the name, title, department, telephone number and work address of the person dealing with your query.
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When you visit us in person

- Our offices will be clean, tidy and accessible to all customers.
 - We will see you as quickly as possible - within five minutes of you arriving - but if there is a delay we will keep you updated and provide an explanation.
 - We will regularly review information in receptions to ensure it is up to date.
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When you make an enquiry online

- We will ensure information contained on our website is accurate and up-to-date.
 - You will receive a response to your enquiry within 10 working days. In most cases this will be a full response but if the issue will take longer to consider or resolve we will tell you.
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When you make a formal complaint

- All complaints are treated with respect and in confidence.
- We will acknowledge your complaint within two working days.
- We will provide a full response within 10 working days.